

NETWORK MANAGER REPORT



APRIL 2007

SUBMITTED BY Sloane Wright, General Manager

OVERVIEW

Operations

April brought an end to this year's tax season and a start to the countdown for Best of the Web. The staff has pulled together to finalize version 5 of the portal which is on scheduled to be completed by the end of May. AI has also nominated several projects to awards due at the end of April.

Highlights during the month were:

- The Alabama Department of Revenue's Online Tax Extension application accepted over 16,000 requests and over \$5 million dollars in payments for 2007; 3,000 more requests than 2006.
- AI submitted nominations to LivePerson's Best in Chat Awards for alabama.gov's Live Help. The judges rate the look and feel of the chat icon and also the impact of the chat tool for its use with the business or service provider.
- The Alabama Department of Revenue's ET-C and ET-8 applications have completed their first year and processed over \$5 million dollars. The ET-8 is a payment service for filing an Excise Return and requesting an extension and the ET-C serves as an online tool for the election and payment of the fee for filing a Consolidated Financial Institution Excise Tax Return.
- The Board of Cosmetology has experienced a renewal rate of approximately 200 licenses per month over the last three months. We look forward to more online applications for the Board and also to growing the adoption rates for all applications.
- Marketing materials designed in partnership with the Alabama Board of Nursing for its group online license verification application have been submitted to the GovMark award program. Results should be released in June.
- The Alabama Department of Revenue's business privilege tax privilege shared extension application has processed almost 1,000 returns in its second month in production. Out of the 1,000 applications that have processed online, over \$4 million dollars in statutory revenue has been collected for the state.
- The call center for the Department of Conservation and Natural Resources has processed over 3,000 requests since it began in March. The call center is a registered agent of DCNR and utilizes the iPOS system to complete all transactions for sportsmen/women who choose to call versus use the online system.

Marketing

The marketing team continues to work toward the completion of alabama.gov V5. The Best of Web competition has begun and responses are due by June 1. AI has already begun its preparation for this year's competition.

The portal has been receiving a number of additions to its functionality over the last few weeks. The portal team is working hard to make final modifications to the updates in time for its release. The team is on schedule to utilize the entire month of May for testing.

Spring is usually the busiest time of year for award submissions. Already in April, AI has submitted three responses to award nominations including two to LivePerson Best in Chat Awards, and one to the GovMark Council Awards. AI has already begun working on its response to the Center for Digital Government's Best of Web.

Customer Service

April was a busy month for the customer service team as the tax year came to a close. The bulk of phone calls, chats, and emails were received mid-month due to the extension of the tax year to April 17th. A number of Department of Revenue applications came to a close this year on April 30th due to the weather conditions that many Alabama counties experienced in 2006. Each of these applications showed growth in 2007, posting very good numbers online.

Development

The AI Dev-Share team had two meetings during the month of April, an RSS and Podcast demo and a corporate security compliance meeting. During the RSS and Podcast meeting the team reviewed some sample code and discussed the possibilities of using these features in future applications and in conjunction with the State portal. During the security meeting we discussed the new corporate security initiative and our plan to continue to review our applications for security vulnerabilities.

During the month of April the development team released four application updates. The application updates included Department of Revenue Financial Institution Application for Extension of Time for Filing Excise Return (ET-8), Department of Revenue Election and Payment of Fee for Filing a Consolidated Financial Institution Excise Tax Return (ET-C), Department of Revenue Business Privilege Extension (PSE), and Department of Revenue Individual Tax Extensions. All of these updates were based on a special tax deadline change that only applied to six Alabama counties due to being declared disaster areas because of severe storm damage. Each of these applications received an on the spot update with additional questions and criteria that only allowed specific filers to file their taxes past the standard tax deadlines.

PROJECT REPORT

COMPLETED!

Completed in 2002

- | | |
|-------------------------------------|--|
| Alabama Board of Nursing | · Renewal of Registered Nursing License
· Reactivation of a Nursing License
· Reinstatement of a Nursing License |
| Alabama Department of Public Safety | · Electronic Access to Motor Vehicle Records |
| Alabama Real Estate Commission | · Renewal of Real Estate Licenses
· Broker/Agent Certification |
| Alabama Secretary of State | · Merchant Services |

Completed in 2003

- | | |
|--|---|
| Alabama State Banking Dept. | · Renewal of Small-Loan and MiniCode License
· Renewal of Pawn Broker License
· Renewal of Mortgage License |
| Alabama State Bar | · Membership Renewal |
| Alabama Board of Chiropractic Examiners | · Renewal of License
· Licensee Verification |
| Alabama Department of Conservation and Natural Resources | · Online Hunting and Fishing Licenses
· Hunting and Fishing Licenses/Point-of-Sale
· Probate Court Point of Sale Hunting and Fishing Licenses
· Oak Mountain Bow Hunt Registration
· Outdoor Alabama Subscription |
| Alabama Department of Finance, Office of the CIO | · Alabama State Portal |
| Alabama Department of Insurance | · Merchant Services
· Merchant Services for Provider Renewals |
| Alabama Board of Nursing | · License verification and disciplinary status-Subscriber
· Name and Address Change
· LPN Renewal |
| Alabama Real Estate Commission | · Instructor License Renewal |
| Alabama Department of Revenue | · Sales, Use and Lodging Tax Filings
· Refund Status for Individual Income Tax |
| Alabama Secretary of State | · UCC (Uniform Commercial Code) Filings |

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-“Smoke School” Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates

Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed in 2006

Alabama State Board of Chiropractic Examiners	-Facility Renewal
Coastal Birdfest	-Merchant Service
Alabama Licensure Board for Interpreters and Translators	-License Renewal
Alabama Department of Public Health	-EMS License Renewal
Alabama Real Estate Commission	-Simple Transfers
Alabama Department of Revenue	-Certificates of Good Standing -Tax Estimations -IFTA Merchant Service
Alabama Department of Mental Health and Mental Retardation	-Case Manager Online Subscription Service
Farmers Market Authority	-Shopping Cart
Alabama Board of Social Work Examiners	-License Renewal
Alabama Board of Public Accountancy	-Firm Renewals
Alabama Board of Nursing	-Pay Fee/Fine Application
Home Medical Equipment Board	-License Renewal
Alabama Board of Physical Therapy	-License Renewal
Alabama Homebuilder Licensure Board	-Expired Individual License Renewal -Expired Inactive License Renewal
Alabama Board of Professional Engineers and Land Surveyors	-Certificates of Authorization
Department of Education	-Certification Payments (Fingerprinting/Background Checks)
Alabama Department of Conservation and Natural Resources	-Phone Sales -Alligator Hunt
Marriage and Family Therapy	-License Renewal
Alabama Heating and Air Conditioning Contractors Board	-License Renewal
Department of Finance, ISD	-IT Strategic Planning Application

Completed for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007
Alabama Board of Cosmetology	License Renewal	Allows for 13 license types to renew and pay online	02/07/2007
Alabama Department of Revenue	Business Privilege Tax – Privilege Shares Extension	Allows taxpayers to file a Privilege Shares Extension online	02/28/2007
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	03/02/2007
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	03/02/2007
LP Gas Board	Online motor fuel decal requests	Online motor fuel decal requests	03/20/2007

Completed Updates for 2007

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	02/27/2007

Alabama Board of Nursing	Update for license verifications	Update for license verifications	03/06/2007
Alabama Department of Conservation and Natural Resources	Update for Call Center; Switching partners	Researching and partnering with a new call center for telephone licenses	03/20/2007
Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	03/21/2007
Alabama Department of Conservation and Natural Resources	Update for Batch License Report	Updates to allow for new batch license reports	03/26/2007

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in agency testing.	September 2005
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept e-check payments.	This application is on hold by the agency.	April 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006

Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	This application is in agency testing.	September 2006
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in development.	July 2006
Alabama Department of Revenue	Individual eFile application	Online application for individuals to electronically file their taxes	This application is in development	January 2007

In Development . . .

Agency	Application	Description	Status	Target Date
Board of Optometry	License renewal	Online application for license renewals	This application is in the pre-project planning phase	March 2007
Alabama Department of Conservation and Natural Resources	Park Reservation System	Application to allow citizens to reserve camp sites	This application is in the pre-project planning phase	Fall 2007
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is paused pending information from the agency	December 2006
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	October 2007
Alabama Board of Respiratory Therapy	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	September 2007
Alabama Real Estate Commission	Instructor Renewals	Renewal application for instructors	This application is in pre-project planning.	June 2007
Alabama Real Estate Commission	Course Renewals	Renewal application for courses	This application is in pre-project planning.	June 2007

CIO's office	Trucking Portal	Portal for truckers moving through Alabama	This application is in pre-project planning.	June 2007
Alabama Department of Conservation	Hunter Ed Duplicate ID, Merchant Service	Allows certificate holders to order a new card online.	This application is in pre-project planning.	July 2007

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	adding renewal and gift option to subscription	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Revenue	PSE Receipt Update	This update will place barcodes on all receipts	This application is in the pre-project planning phase	August 2007
HVAC	Survey Update	This update will provide a survey on the current application	This application is in the pre-project planning phase	May 2007

SERVICE REQUESTS

Service Request #126

Alabama Licensure Board for Interpreters and Translators – Certificates

Alabama Interactive requests and recommends that this service for the Alabama Licensure Board for Interpreters and Translators is added to the network as a charge service.

Service Request #127

Alabama Board of Cosmetology – Salon and Booth Renewals

Alabama Interactive requests and recommends that this service for the Alabama Board of Cosmetology is added to the network as a charge service. The Salon Renewals application will be developed at no cost to the Alabama Board of Cosmetology, but will have a convenience fee associated with each transaction.

MONTH IN REVIEW

Total April AI Network Transactions	228,110
Average Successful Request per Day:	7,604
Total April alabama.gov Visitors:	320,007
Total April alabama.gov Page Views:	1,169,856
Total April alabama.gov Chats or Offline Messages from Live Help:	486

OPERATIONS & ADMINISTRATION

In April, AI has been diligently working to complete the testing version of the 5th redesign of alabama.gov. The site will be available in the coming weeks for review and testing by the board.

In addition, Alabama Interactive has hired a new project manager Michele Dickey who started at the beginning of April. Barrett Gilbreath has been selected as the new DOM and will start May 1st.

OTHER BUSINESS/IN CLOSING

In closing, April was a very busy month in the tax department. We look forward to completing version 5 of the portal and providing strong competition for the Best of Web competition.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright